

| | | |
|---|--------------------------------|--|
| Search Notes | Application/Control No. | Applicant(s)/Patent Under Reexamination |
|  | 10602287 | FLORES ET AL. |
| | Examiner | Art Unit |
| | THJUAN K ADDY | 2614 |

| SEARCHED | | | |
|-----------------|-----------------|-------------|-----------------|
| Class | Subclass | Date | Examiner |
| 379 | 265 | 7/18/08 | TKA |
| 379 | 210.01 | 7/18/08 | TKA |
| 705 | 010 | 7/18/08 | TKA |
| 706 | 016 | 7/18/08 | TKA |
| 707 | 006 | 7/18/08 | TKA |
| 707 | 3 | 7/18/08 | TKA |
| 707 | 6 | 7/18/08 | TKA |

| SEARCH NOTES | | | |
|---|-------------|-----------------|--|
| Search Notes | Date | Examiner | |
| EAST: search terms: feedback; data; mining; survey; update; modify; reroute; redirect; feed-back; customer; caller; CRM; customer EAST: romelia near2 flores.in. | 7/18/08 | TKA | |
| EAST: 379/265 and (rout\$6 or forward\$6 or transfer\$8 or sent or send\$6 or transmi\$7) near3 (call or calling or caller or customer or party or user or client) near4 based near3 (feedback or feed-back or survey) | 7/18/08 | TKA | |
| EAST: 379/265.01 and ((customer near relationship near management) or CRM) and channel and available near4 (agent or operator or representative) with (skill or location or cost or language or sale or satisfaction) and rout\$5 near3 request | 7/18/08 | TKA | |
| EAST: customer with (feedback or feed-back or (feed near back)) same data near mining and feedback and data near mining and (updat\$5 or modif\$7 or chang\$5) | 7/18/08 | TKA | |
| See attached EAST Search History | 7/18/08 | TKA | |

| INTERFERENCE SEARCH | | | |
|----------------------------|-----------------|-------------|-----------------|
| Class | Subclass | Date | Examiner |
| | | | |